

# INFORMATION EXCHANGE

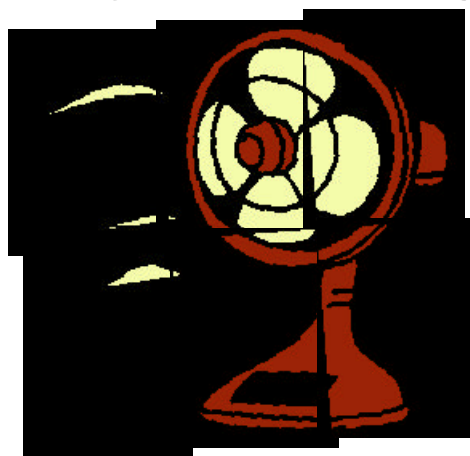
August 2002

## *Resources for Workforce Development Programs*

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## ***The Employment Training Network***



### ***Our Services Are So Cool!***

Is your training budget overheating? Well the Employment Training Network has some cool services to help!

Our on-call consultants will come to your agency and provide customized training and technical assistance to your staff. If you're receiving Workforce Investment Act (WIA) funds, we can assist with consultant fees and travel expenses!

We also have a lending library containing books, videos, and manuals on current workforce development topics. Accessing our lending library is a breeze! Contact us and we'll ship your order within 24 hours of your request!

If you're oscillating about whether to implement a particular program or system, visit another agency to learn first hand about their experience. We can reimburse your travel expenses!

Now that you've got wind of our services - give us a call at (916) 654-8896. We'd love to make you a fan!



## Workforce Development Update

### Capacity Building Unit Announces New Youth Courses

The Employment Development Department (EDD) Workforce Investment Division Capacity Building Unit (CBU) offers staff development training at no cost to Workforce Investment Act (WIA)-funded employment and training partners. In addition to the classes currently being conducted ([www.edd.ca.gov/wiacat.htm](http://www.edd.ca.gov/wiacat.htm)) the CBU will soon be offering the following new youth classes:

#### **Out-of-School: "Got the WIA Hook-up" -**

This one-day workshop is intended for frontline youth program staff, individuals designing youth programs, youth council members, and others who desire assistance serving out-of-school youth (OSY).

The training will focus on the definition of OSY and alternative education, components of a successful collaboration between local schools and WIA youth programs, recruitment, marketing, retention strategies, and effective out-of-school youth program models.

A pilot is planned for mid-September 2002. Local Workforce Investment Areas can request to host this training beginning October 2002.

If you are interested in hosting Out of School: "Got the WIA Hook-up", contact Dwight Brydie at (916) 654-9492 or e-mail [dbrydie@edd.ca.gov](mailto:dbrydie@edd.ca.gov).

#### **Manage for Success: Youth Outcomes-**

Have you ever asked yourself, "What can I do to prevent unsuccessful outcomes in my Workforce Investment Act youth program?" Well, look no further, the Capacity Building Unit of the Workforce Investment Division will soon pilot a new class, Manage for Success: Youth Outcomes.

This class is designed for frontline youth practitioners and others working with youth in a WIA environment. It is an exciting, interactive class that will stimulate dialogue and provide practical ways to help prevent negative outcomes. This class will focus on youth case management under WIA, and provide best practices from successful youth programs.

The course will cover eligibility and documentation, individual service strategies, and post exit strategies, all within the context of effective case management. We will be traveling down "Follow-em'-up" River - don't be caught up the creek without a paddle!

Local Workforce Investment Areas may request to host this training beginning September, 2002, by contacting Terri Austin at (916) 653-4471 or e-mail [tangelo@edd.ca.gov](mailto:tangelo@edd.ca.gov).

### Department of Rehab Provides Technical Assistance & Training

The California Department of Rehabilitation (DOR) Americans with Disabilities Act (ADA) Technical Assistance Section provides over 100 training sessions on such topics as Access to Employment, Programs and Services; Disability Awareness; and Disability Employment Law for Employers.

WIA entities wishing to schedule training may do so by calling Dee Whitecotton (916) 263-0597 or email [Dwhiteco@dor.ca.gov](mailto:Dwhiteco@dor.ca.gov).

For additional information please visit [www.dor.ca.gov](http://www.dor.ca.gov).

### Mark Your Calendars!

#### **California State Youth Council Meeting**

Oakland-August 14, 2002

[calwia.org](http://calwia.org)

#### **Department of Labor (DOL) Region VI - One-Stop, One System, Pacific Western States WIA/One-Stop Conference 2002**

Anaheim-August 20-22, 2002

[www.calworkforce.org/calendar.tpl](http://www.calworkforce.org/calendar.tpl)

#### **California Workforce Association (CWA) - Meeting of the Minds in Monterey - Finding Our Voice...Telling Our Stories**

Monterey-September 11-13, 2002

[www.calworkforce.org/calendar.tpl](http://www.calworkforce.org/calendar.tpl)

## Local Area Activities

### Coordination is Key to Successful Senior Program

The Redlands One-Stop Center has joined with the Senior Community Service Employment Program (SCSEP) to provide job placement services to approximately eighty seniors a month. The collaboration has resulted in the successful placement of many seniors. Redlands One-Stop Manager, Tom Griswold, and SCSEP job developer, Elizabeth Ildefonso, coordinate the services to assist with job placement.

SCSEP, funded and administered by the Department of Labor (DOL), provides part-time community service employment for low-income persons who are 55 years of age or older. Program participants work at community and government agencies and are paid State minimum wage. In addition, Ms. Ildefonso assists the transition of program enrollees to private employment.

Ms. Ildefonso recruits seniors for the Mill Creek Ranger Station in Mentone, California and for the Del Rosa Work Center in San Bernardino. Primarily, the program serves the rural older person living near the Forest Service's local sites. Eligible applicants are placed in Forest Service positions where they receive on-the-job training for approximately 20 hours per week. Typically, SCSEP enrollees receive on-the-job training in positions for campground recreation programs, interpretive services at visitor centers, rangeland management, and facility and vehicle maintenance.

Tom Griswold and Donna Stone, Employment Development Department (EDD) Regional Manager, have developed a One-Stop Task Force that integrates SCSEP with the services for Workforce Investment Act (WIA) Universal Customers and special groups at the center, such as Veteran Services. Ms. Ildefonso attends a monthly task force meeting and is part of the regular rotation of all the partners who greet customers as they enter the lobby. Tom states that her two hours a week in the lobby have both given her an opportunity to recruit for her program and insight into the typical needs of the customers. Ms. Ildefonso remarks on how those with severe loss of self-esteem are transformed into people who feel they are not only employable but also in demand by local employers.

Information about the Redlands One-Stop is available by calling Tom Griswold at (909) 792-4216 or by email at [tgriswol@edd.ca.gov](mailto:tgriswol@edd.ca.gov). You may find more information about SCSEP through your local Area Agency on Aging at (800) 510-2020. The DOL Employment and Training Administration (ETA) web site provides updated information on the

nationwide program at: <http://wdsc.doleta.gov/seniors/>. ETA also provides a "listserv" for seniors who would like to be automatically updated on ETA news for seniors. In addition, EDD provides Silver Tool Box training for One-Stop staff to help them reduce barriers to employment for older workers. Free training is available from Susan Moore at (916) 654-7249.

### The Next Step - a Seminar for Graduates!

The Culver Palms Life Skills Lab is a highly successful program dedicated to helping single mothers on welfare with limited English proficiency, limited education, and little or no work experience. The Life Skills Lab assists by helping to develop strong professional ethics, teaching job preparation and retention skills, promoting independence, and helping to overcome barriers to employment.

Executive Director Billie Silvey recently hosted a follow-up session for Culver Palms graduates - "The Next Step" Graduate Seminar. All of the Life Skills graduates from the inception of the program were invited to this free event.

The first session of the seminar provided the graduates with a "Career Goal" handout which they were asked to complete. The purpose was to help participants determine the next step to be taken to achieve their goals. This was followed by a resume preparation workshop for those interested in updating their resume to reflect their career interests.

Break-out groups provided the graduates with an opportunity to hear from guest speakers in the final session. The speakers were carefully selected to give the graduates a variety of avenues they may want to pursue in meeting their career goals. The topics included: Artistic, Conventional, Enterprising, Investigative, Realistic and Social. The most spirited of the groups was the Artistic guest speaker - an artistic director in the movies who gave specific suggestions for preparing portfolios.

The seminar was very well received and provided participants an opportunity to review their career goals and determine their *next step*!

For more information about the Culver Palms Life Skills Lab and Graduate Seminar, please contact Billie Silvey at (310) 202-7667, Ext. 13.

## Program Resources

### **50 Stories, One System - A CWA Publication**

The story of the Workforce Investment Act in California is many stories. It is the story of urban and rural, northern, central and southern, agriculture and high tech. It is the story of a workforce development system that reflects the needs of local communities in regions throughout the State.

*50 Stories, One System* provides a snapshot of the activities and initiatives underway throughout California in the Spring of 2002. It is written to tell the story of WIA implementation and to provide policy makers with a sense of the breadth of the WIA funded system, the partnerships that have been created to go beyond WIA, the incredible diversity among the communities served by the system, and unique approaches taken to meet the needs of those communities. This 138-page compilation of profiles of each of California's 50 Workforce Investment Areas briefly describes funding sources, initiatives, people served, and linkages with the private sector, and each includes an alumni story. As expected, the profiles are as diverse as California.

You can obtain copies of *50 Stories, One System* for only \$10.00 each by calling Tim Rainey at (916) 325-1616.

### **School-to-Career Offers Toolkit**

*The Work-Based Learning Toolkit*, produced with funding from the Governor's School-to-Career (STC) Advisory Council's Employer and Labor Involvement Committee, demonstrates how easy it is for employers, labor partners, educators and STC staff to create quality, safe and legal work-based learning experiences for students engaged in STC activities.

The Toolkit contains Can Do guides, factsheet, tools and resources that help clarify issues and support quality work-based learning practices.

These materials can be accessed from the Work-Based Learning Toolkit CD-ROM, or by visiting [www.stc-clearinghouse.com](http://www.stc-clearinghouse.com). A CD-ROM can be ordered via email to Cecil Lindsey at [helpdesk@statecenter.com](mailto:helpdesk@statecenter.com) or via mail at:

Cecil Lindsey  
STC Resource Clearinghouse  
550 E. Shaw Ave., Suite 250  
Fresno, CA 93710

### **Job Seeker or Employer - America's Career InfoNet Has Something for You**

Do you ever wonder where you can find names and addresses of employers who hire specific occupations in your area? Can you ever use help writing a job description? The answers to those questions, and many others, may be found at America's Career InfoNet!

Visit <http://www.acinet.org/acinet/default.htm> to see the specific employers listed by the occupation you choose, find the "Career Tools" link on the right hand side of your screen, and click on "Locate Employers", then follow the prompts to see employers listed with address, contact names, telephone numbers, and even a link to maps of the employer's physical address. The link for assistance with job descriptions begins at the same area at the site listed above, and the prompts are intuitive and may give you some new ideas for job descriptions.

Other information available at America's Career InfoNet includes general information about occupational require-

ments, i.e. knowledge, skills and abilities, demographic and economic data about all States, and an "Employability Checkup" designed to provide you with a snapshot of your ability to find a similar job at a similar wage if you became unemployed today, found in the "What it Takes" link. Also available on this site are links to a searchable database of over 4,400 scholarships, fellowships, loans, and other financial assistance opportunities by using the "Financial Aid Advisor" link.

America's Career InfoNet is a useful tool if you want to make informed career decisions, whether you are a job seeker, employer, or human resource specialist, check it out!

For more labor market information about California and your Local area, explore the California Labor Market Information web site at <http://www.calmis.ca.gov/>.



### *Career Development Grant*

## **Crossroads Awarded Grant to Provide Real Game Series**

Crossroads Employment Services of Sacramento has just received a \$133,000 grant to provide career services to 300 Russian-speaking youth in the Sacramento area.

Since 1978, Crossroads has provided employment services to individuals with barriers to the workplace, including those who have physical or psychiatric disabilities, substance abuse issues, criminal records, homelessness and socio-economic disadvantages. In 2001, Crossroads provided employment services to over 3,900 persons with significant barriers and placed 85% of the youth who received services.

Under the grant, the training is to be provided using The Real Game career development series. The Real Game series is a set of six internationally recognized career development programs serving both youth and adults. Each is designed for a different age or grade level, and focuses on a specific aspect of community building, workplace success, or individual career planning. Lisa Guillen, counselor at Crossroads and trainer for the California Career Resource Network (CalCRN) Real Game Training Academy, was instrumental in pursuing the use of The Real Game at Crossroads. Lisa and possibly other CalCRN Academy Trainers will provide facilitator training to teachers. The teachers will then provide classroom workshops to this group of disadvantaged youth in Sacramento Career Centers or Sacramento area schools. The middle school through high school Real Game Series will be used to teach life skills, decision-making, and career planning, coupled with a mix of community outreach activities and various work experiences.

Crossroads staff is very excited about this project and look forward to utilizing The Real Game in this way! For more information on Crossroads Employment Services please call Lisa Guillen at (916) 457-7120. For information on Real Game trainings, you can visit the CalCRN web site at: [www.californiacareers.info](http://www.californiacareers.info) or contact Victoria King, M.S. Career Counselor/CalCRN Training Coordinator at (916) 322-0188.

### *Worthy Web Sites*

<http://www.calmis.ca.gov/htmlfile/subject/DP2000.htm>

- Demographic profiles for California, Counties and Local Workforce Investment Areas.

<http://www.doleta.gov/regions/reg06/region6/documents/july2002.pdf> - Youth Connections West quarterly publication.

### *Youth Employee Study*

## **The Voice of Employers of Youth**

For the past few years, StiehlWorks has been conducting research on job seekers and employers, with a recent focus on Youth and Employers of Youth. This ongoing research is funded by the Fresno Area Workforce Investment Corporation, the Yuma Private Industry Council, and LA Works. To date, interviews have been conducted with nearly 50 employers about hiring youth and adult job seekers.

Our research has revealed several key differences in the way employers treat youth and adult employees. For example, if the youth is late or absent from work, the employer can call the youth's parents for more information! Several employers we have interviewed see this as a key advantage in hiring youth; they can work with the parents concerning attendance issues.

Of more concern to caseworkers may be what we have found in relation to how youth are dealt with on the job. One of the needs mentioned by youth is that they want to be treated "like real employees" in their jobs, and learn about the workplace. Some of the employers we interviewed view the youth as temporary employees and are not as likely to invest in teaching them proper work dress, language and behavior—in other words, work etiquette. As a result, youth often fail to learn what is expected in the workplace. This situation creates a disservice to the employer and the youth.

Employers we have spoken with about this issue suggest that setting clear expectations concerning what the youth will learn on the job is critical, along with follow-up by the caseworker. Both youth and employers suggest three-way, face-to-face conversations with the caseworker, the youth and the employer to make sure everyone benefits from the relationship as they should.

Employers have also told us that youth can be fantastic employees. They tend not to have poor work habits that have been developed over many years, as some adults have. Youths often can be trained and molded into very productive workers.

We will publish results of our studies of the Voice of Youth and Voice of Staff in the future. If you would like more information, please contact Chris Stiehl, StiehlWorks, (619) 516-2727.

# Check It Out!

The resource materials listed below are available for loan from the ETN library. Please call (916) 654-8386 with your requests.

## EX-OFFENDERS

*Out for Good! What it Takes to Stay Out of Prison*, (Video) 9 to 5 Productions **(J2184-AV)**

*9 to 5 Beats Ten to Life, How to Prepare for Employment on the Outside While Inside*, (Video) 9 to 5 Productions **(J2185-AV)**

## WORKFORCE DEVELOPMENT

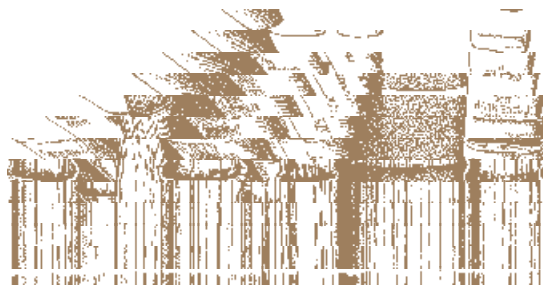
*50 Stories, One System: Profiles of Local Workforce Investment in California*, California Workforce Association **(J2189)**

## EMPLOYABILITY SKILLS

*Skills Identification, Discovering Your Skills, Revised Edition*, (Video) JIST Works, Inc. **(J2164-AV)**

*Job Skills Video Series: Necessary Skills for the Workplace: What Your Mother Never Told You About Preparing for a Job*, (Video) LINX Educational Publishing, Inc. **(J2186-AV)**

*Manage Your Time Better*, (Video) Jack Wilson & Associates, Inc. **(J2192-AV)**



*Social Skills at Work, Keys to Success*, (Video) Park Avenue **(J2193-AV)**

*Ten Steps to Positive Self-Esteem, Ways to Build Your Self-Confidence*, (Video) JIST Works, Inc. **(J2194-AV)**

*Attitude, a Little Thing that Makes a Big Difference*, (Video) JIST Works, Inc. **(J2195-AV)**

*The Complete Job Application, Filling in the Blanks, Revised Edition*, (Video) JIST Works, Inc. **(J2196-AV)**

## COMMUNICATION SKILLS

*The Art of Effective Communication*, (Video) JIST Works, Inc. **(J2197-AV)**

*Communicating With People on the Job*, (Video) Communication Briefings **(J2198-AV)**

*Communicating for Results: How to Be Clear, Concise & Credible*, (Video) Communication Briefings **(J2199-AV)**

*Communicating With Customers*, (Video) Communication Briefings **(J1945-AV)**

## ORGANIZATIONAL DEVELOPMENT

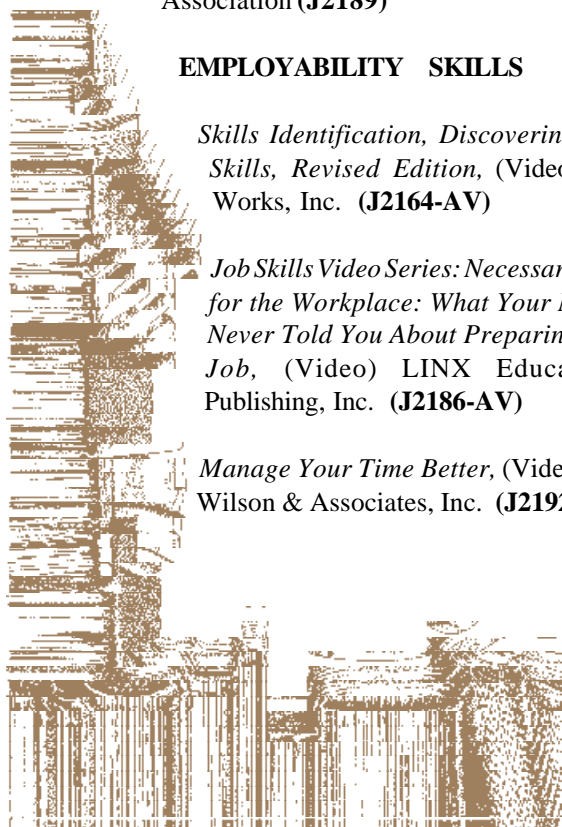
*Best Practices in Organization Development and Change: Culture, Leadership, Retention, Performance, & Coaching*, Jossey-Bass Pfeiffer & Linkage, Inc. **(J2187)**

## CONFLICT RESOLUTION

*Getting to Yes, Negotiating Agreement Without Giving In, Second Edition*, Penguin Books, Inc. **(J2188)**

## NETWORKING

*Build a Network for Work and Life*, (Video) JIST Works, Inc. **(J2160-AV)**



# INFORMATION EXCHANGE

## AUGUST 2002

Monday	Tuesday	Wednesday	Thursday	Friday
			1	2
5	6 <div>"You Talkin' to Me?" San Bernardino-(909)433-3471</div> <div>WIA Performance Management- Adult &amp; Dislocated Workers Los Angeles County- (213) 738-4050</div>	7 <div>Facilitation Skills Workshop Merced-(209) 724-2150</div> <div>WIA Performance Management-Youth Los Angeles County- (213) 738-4050</div>	8	9
12	13 <div>Orientation to WIA San Mateo-(650)802-6431</div> <div>Team Building Yuba City-(916)654-8782</div> <div>WIA Performance Management-Youth San Bernardino-(909)381-7981</div>	14 <div>Retention = Success Los Angeles City-(213) 485-9554</div>	15 <div>"That's Not My Job" Bakersfield-(661) 336-6950</div> <div>WIA Performance Management- Adult &amp; Dislocated Workers Los Angeles County- (213) 738-4050</div>	16
19	20 <div>"That's Not My Job" Lancaster- (661) 722-6300x6020</div> <div>One-Stop, One System Conference U.S. Department of Labor, Region 6 Anaheim-(916) 325-1610</div> <div>Employment Law for Californians with Disabilities Department of Rehabilitation Sacramento-(916) 324-0987</div>	21 <div>Orientation to WIA Stockton-(209) 468-3603</div>	22 <div>"That's Not My Job" Orange County-(714) 526-7520</div>	23
26	27 <div>"That's Not My Job" San Bernardino-(909)433-3346</div> <div>Retention = Success Long Beach-(562)570-3764</div>	28 <div>WIA Performance Management- Adult &amp; Dislocated Workers Los Angeles County- (213) 738-4050</div>	29 <div>Disability Awareness Department of Rehabilitation Sonoma-(707) 565-5550</div>	30

\*Training in shaded boxes conducted by the Capacity Building Unit - [www.edd.ca.gov/wiacal.htm](http://www.edd.ca.gov/wiacal.htm)

# INFORMATION EXCHANGE

EMPLOYMENT TRAINING NETWORK  
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Sacramento, CA 94280-0001

## THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

*Information Exchange* is published monthly by the Employment Training Network under the auspices of the Association of California School Administrators (ACSA), Foundation for Educational Administration (FEA). Funding is provided by the Employment Development Department, Workforce Investment Division (EDD/WID). The contents of this newsletter do not necessarily reflect the position and/or policy of the EDD/WID or ACSA, FEA which administers the Employment Training Network. Comments may be directed to Diane Coad, Editor, Employment Training Network, c/o EDD/WID, P.O. Box 826880, MIC 69, Sacramento, CA 94280-0001; Email - [dcoad@edd.ca.gov](mailto:dcoad@edd.ca.gov); Internet site: [www.trainingnetwork.org](http://www.trainingnetwork.org)

The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of areas. Local Workforce Investment Area (LWIA) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

**EDD is an equal opportunity employer/program.**